

CIT Customer Service Report for the Telecommunications Branch



For the period: Wednesday, October 01, 2008 12:00:00 AM to Friday, October 31, 2008 11:59:59 PM

Snapshot Date: 11/1/2008 7:30:06 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	TIS	Web	Other	DCS	TIS	Other	DCS	TIS	Other	To Close
Telecommunications											
Circuits	0	0	0	69	0	0	4	0	0	65	0
Conferencing	6	0	0	2	0	0	0	2	0	6	11
Coverage	1	0	0	0	0	0	1	0	0	0	0
DELPRO	11	0	0	267	0	0	175	8	0	95	0
General Info	45	0	0	1	2	0	5	26	0	13	10
New Request/Termination	28	0	0	0	0	0	9	2	0	17	5
NIH Directory	3	0	0	0	0	0	0	3	0	0	19
Operator Services	1	0	0	0	0	0	1	0	0	0	0
Phones/Accessories	25	0	0	20	0	0	7	9	0	29	3
Repair	14	0	0	0	0	0	6	1	0	7	3
Repairs	58	0	0	426	0	0	23	46	0	415	1
Residential Services	0	0	0	1	0	0	1	0	0	0	0
Training	7	0	0	0	0	0	0	5	0	2	7
TSR	46	0	0	572	0	0	174	39	0	405	1
User Change	5	0	0	0	0	0	3	0	0	2	2
Verizon Phone Book	1	0	0	0	0	0	0	0	0	1	6
Voice Mail	29	0	0	4	0	0	1	25	0	7	4

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Grand Total:	280	0	0	1362	2	0	410	166	0	1064	1
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Total Tickets Closed: 1230

Total Tickets Assigned/Pending/Checked Out: 412

Total Tickets Created: 1642